

*Ford Motor Company*

James P. Vondale, Director  
Automotive Safety Office  
Environmental & Safety Engineering

August 28, 2003

Mr. George Person, Chief  
Recall Management Division (NVS-215)  
Office of Defects Investigation  
National Highway Traffic Safety Administration  
400 Seventh Street, S.W.  
Washington, DC 20590

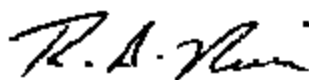
Dear Mr. Person:

**Subject: Safety Recall 03V-280  
(Ford Number 03S03)**

Pursuant to the requirements set forth in Part 573 of Title 49 of the Code of Federal Regulations – Defect and Noncompliance Reports, Ford Motor Company is submitting a true or representative copy of information that relates directly to the subject campaign.

Attached are dealer and owner letters issued by Ford Customer Service Division regarding a recall of certain 1999 through 2001 model year Explorer and Mountaineer vehicles. Specific details were submitted to you in a letter dated August 4, 2003. Owner notification letters will be mailed on August 29, 2003.

Sincerely,



J. P. Vondale

Attachment(s)  
03S03 Dealer-Owner Bulletin





Frank M. Ugon  
Director  
Service Engineering Operations  
Ford Customer Service Division

Ford Motor Company  
P. O. Box 1904  
Dearborn, Michigan 48121

August 29, 2003  
11:07  
RECEIVED  
SALES  
DEPT

### **ADVANCE SAFETY RECALL NOTIFICATION**

**TO:** All U.S. Ford and Lincoln Mercury Dealers

**SUBJECT:** Advance Notification: Safety Recall 03S03:  
Certain 1999 through 2001 Model Year Explorer (4-Door, 2-Door, Sport, Sport Trac) and Mountaineer Vehicles Built with 4.0L SOHC Engines and Equipped with Factory Installed Speed Control -  
Speed Control Cable Inspection / Replacement

### **AFFECTED VEHICLES**

Vehicle Lines*	Model Year(s)	Assembly Plant (11 <sup>th</sup> VIN Position)	Build Dates
Explorer 4-Door	1999 through 2001	St Louis (Z)	March 5, 1999 through December 24, 2000
		Louisville (U)	March 5, 1999 through September 22, 2000
Explorer 2-Door	1999 through 2000	St Louis (Z)	March 5, 1999 through August 7, 2000
		Louisville (U)	March 5, 1999 through July 26, 2000
Explorer Sport**	2001	Louisville (U)	September 24, 1999 through July 31, 2000
Explorer Sport Trac	2001	Louisville (U)	September 24, 1999 through July 31, 2000
Mountaineer	1999 through 2001	St Louis (Z)	March 5, 1999 through December 24, 2000
		Louisville (U)	March 5, 1999 through September 22, 2000

\*Only vehicles built with 4.0L SOHC engines and equipped with speed control

\*\*In 2001, the Explorer 2-Door was re-named Explorer Sport

**SAFETY CONCERN**

In some of the affected vehicles, the speed control may not disengage due to a binding condition between the speed control strand cover and the cable conduit. The condition may occur anywhere along the range of operation of the speed control. Drivers may experience a high idle or a condition where it would appear the speed control would not disengage. Throttle spring return force may not be sufficient to overcome the binding condition when the speed control is disengaged. Braking function would be maintained, though stopping distances may be increased.

**SERVICE ACTION**

Parts and technical instructions are not available at this time.

We expect that parts will be available for ordering the first week of September. Repair instructions and updated parts ordering information will be provided to Dealers at the end of August.

**CUSTOMER NOTIFICATION**

Owners of record will be notified via first-class mail after repair instructions and parts ordering information have been provided to dealers.

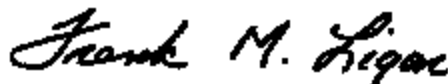
**OASIS**

OASIS will not be activated at this time. Dealer involved unit listings will be provided when the final bulletin is issued.

**QUESTIONS?**

Attached are typical questions and answers, which may be used to address customer inquiries. If dealers have additional questions, please call the Special Service Support Center at 1-800-325-5621.

Sincerely,



Frank M. Ligon

**Dealer Questions & Answers**  
**03S03/03S04**  
**Explorer and Mountaineer Seat Bolt and Speed Control Cable**

**Q1. What is the issue?**

- A.** Ford is voluntarily recalling 1998-2001 Ford Explorers and Mercury Mountaineers, and 2001-2002 Ford Sports and Sport Tracs, to correct at least one, and possibly two concerns:

First, the company has received reports alleging the speed control may not disengage on certain vehicles when under power. There is the possibility that over time, a certain version of the speed control cable may fail. This part will be inspected and replaced if necessary. *(Safety Recall 03S03; 499,988 units)*

Second, there have been customer reports of the driver's side seat upper recliner to seat back frame attachment bolt fracturing on certain vehicles. Customers have complained about "looseness" and "noise" in the mechanism. In certain cases, the bolt may fracture completely, forcing the seat to fully recline unexpectedly, and the driver could potentially lose contact with the steering wheel or foot pedals. *(Safety Recall 03S04; approximately 1.6 million units)*

For the convenience of our customers who are affected by both concerns, we will notify them in early September of two repair actions via one letter. For those customers who are affected by BOTH concerns, Dealers are requested to complete both repairs during one visit.

**Q2. What is the problem with these parts?**

- A.** Essentially, with both parts, it's a "wear and tear" issue that surfaces over time in service. Both parts will be replaced with newer designs. Please note that not all vehicles will require replacing the speed control cable.

**Q3. Is this a safety recall?**

- A.** Yes. This is a Ford-initiated voluntary safety recall.

**Q4. What vehicles are involved?**

- A.** The driver seat recliner bolt concern affects approximately 1.6 million 1998-2001 Ford Explorers and Mercury Mountaineers, and 2001-02 Explorer Sport and Sport Trac.

The speed control cable concern affects approximately 500,000 1999-2001 Explorers and Mountaineers and 2001 Sports and Sport Tracs.

A total of 1.6 million vehicles are affected.

**Q5. What action was taken to correct this problem?**

**A.** For the driver seat recliner bolt concern, a new spacer and bolt design has been specified which will correct the problem. This concern affects approximately 1.6 million units.

For the speed control cable concern, a new cable has been specified to replace the potentially faulty cable now on the vehicles. This concern affects approximately 500,000 units. Please note that not all vehicles will require replacing the speed control cable.

**Q6. When will parts be available?**

**A.** We expect that parts will be available for ordering the first week of September. Repair instructions and updated parts ordering information will be provided to Dealers at the end of August.

**Q7. Any accidents or injuries caused by this condition?**

**A.** We have not received any reports of accidents or injuries.

**Q8. When will you alert owners?**

**A.** Owner letters will be mailed in early September after dealers receive repair instructions and parts ordering information.

In addition, customers can call Ford's toll-free phone line (1-800-392-3873) to determine if their vehicle is involved in this product upgrade.

**Q9. The Lincoln Aviator is a sister vehicle to the Ford Explorer and Mercury Mountaineer. Is it affected by this action?**

**A.** No. These product upgrades affect Explorers and Mountaineers through the 2001 model year. The Lincoln Aviator was launched in 2002 as a 2003 model.

###



Frank M. Ligon  
Director  
Service Engineering Operations  
Ford Customer Service Division

Ford Motor Company  
P. O. Box 1904  
Dearborn, Michigan 48121

August 2003

**TO:** All U.S. Ford and Lincoln Mercury Dealers

**SUBJECT:** Safety Recall 03S03:  
Certain 1999 through 2001 Model Year Explorer (4-Door, 2-Door, Sport, Sport Trac) and Mountaineer Vehicles Built with 4.0L SOHC Engines and Equipped with Factory Installed Speed Control - Speed Control Cable Inspection / Replacement

**REF:** Safety Recall 03S04:  
Certain 1998-2002 Model Year Explorer and Mountaineer Vehicles  
Driver Seat Recliner Bolt

**AFFECTED VEHICLES**

Vehicle Lines*	Model Year(s)	Assembly Plant (11 <sup>th</sup> VIN Position)	Build Dates
Explorer 4-Door	1999 through 2001	St Louis (Z)	March 5, 1999 through December 24, 2000
		Louisville (U)	March 5, 1999 through September 22, 2000
Explorer 2-Door	1999 through 2000	St Louis (Z)	March 5, 1999 through August 7, 2000
		Louisville (U)	March 5, 1999 through July 26, 2000
Explorer Sport**	2001	Louisville (U)	September 24, 1999 through July 31, 2000
Explorer Sport Trac	2001	Louisville (U)	September 24, 1999 through July 31, 2000
Mountaineer	1999 through 2001	St Louis (Z)	March 5, 1999 through December 24, 2000
		Louisville (U)	March 5, 1999 through September 22, 2000

\*Only vehicles built with 4.0L SOHC engines and equipped with speed control

\*\*In 2001, the Explorer 2-Door was re-named Explorer Sport

Affected vehicles are identified in OASIS. In addition, see  
<https://web.fsa VINLISTS.dealerconnection.com> for vehicles assigned to your dealership.

**Note:** Some of the vehicles affected by this program are also affected by program 03S04. Affected customers will receive one letter describing both programs. For customer convenience, please complete both programs 03S03 and 03S04 during one customer visit.

### **SAFETY CONCERN**

In some of the affected vehicles, the speed control may not disengage due to a binding condition between the speed control strand cover and the cable conduit. Drivers may experience a high idle or a condition where it would appear the speed control would not disengage. Braking function is maintained, though brake effectiveness may be reduced and stopping distances may increase, possibly resulting in a crash.

### **SERVICE ACTION**

The technician must inspect the second to the last letter in the speed control cable identification number. If the letter is a "T", no further action is required. If the second to the last letter in the speed control cable identification number is a "D", the technician will inspect the cable to ensure that there is proper overlap inside the cable housing. If the technician finds physical damage or improper overlap, the cable will be replaced.

This must be done on all of the affected vehicles in your inventory as well as vehicles that have been delivered to customers.

**Ford anticipates that approximately 50% of affected vehicles will not require speed control cable replacement.**

### **SOME CUSTOMER LETTERS COMBINED WITH SAFETY RECALL 03S04**

Please Note: For customer convenience, we will be sending affected owners a combined owner letter which, depending on build date, may include Safety Recall 03S04. (Certain 1998 through 2002 Model Year Explorer and Mountaineer - Driver Seat Recliner Bolt.) The owner letter sample included with this document, however, reflects only program 03S03. **PLEASE CONSULT OASIS TO BE SURE YOU ARE ADMINISTERING THE CORRECT PROGRAM(S).**

### **PLEASE NOTE:**

**Correct all vehicles in stock before delivery. Federal law requires dealers to complete any outstanding safety recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$5,000 per vehicle.**

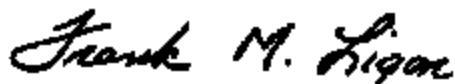
## **ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information  
Customer Notification Letter

## **QUESTIONS?**

Claims Information: ..... 1-800-423-8851  
Field Service Action (FSA) VIN Lists Support: ..... 1-800-555-9801  
Special Service Support Center (Dealer Only) Questions: ..... 1-800-325-5621

Sincerely,

A handwritten signature in black ink that reads "Frank M. Ligon". The script is cursive and fluid, with the first letters of each name being capitalized and prominent.

Frank M. Ligon



**Safety Recall 03S03**  
**Certain 1999 through 2001 Model Year Explorer and Mountaineer Vehicles**  
**Speed Control Cable Inspection / Replacement**

**OASIS**

Use OASIS to determine if a vehicle is eligible for this recall.

**Note:** Some of the vehicles affected by this program are also affected by program 03S04. Affected customers will receive one letter describing both programs. For customer convenience, please perform both programs during one customer visit.

**PROMPTLY CORRECT**

Promptly correct all affected in-stock and sold vehicles on your FSA VIN Lists available through FMCDealer.com or at <https://web.fsavinilists.dealerconnection.com>. Also, correct other affected vehicles identified in OASIS which are brought to your dealership.

**DEALER-OWNER CONTACT**

Immediately contact any of your affected owners whose names are not on your VIN lists but identified in OASIS. Give the owner a copy of the Owner Letter and schedule a service date.

**Note:** Your FSA VIN list may contain customer names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this action.

Advise regional office if an owner cannot be contacted or does not make a service date.

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.

**OWNER REFUNDS**

Ford Motor Company is offering a refund for owner-paid repairs covered by this Safety Recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. This plan is also available to owners through the Customer Relationship Center (CRC). The CRC will direct owners to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 1904, Dearborn, MI 48121.

Dealers are also authorized to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan.

**Refund Claiming Information**

Program Code:	03S03
Misc. Expense:	REFUND
Misc. Expense:	ADMIN
Misc. Expense:	0.2 Hrs.

**RENTAL VEHICLES**

The use of rental vehicles is not authorized for this program.

**Safety Recall 03S03**  
**Certain 1999 through 2001 Model Year Explorer and Mountaineer Vehicles**  
**Speed Control Cable Inspection / Replacement**

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Inspect Cable Identification Code, Release Vehicle	03S03A	0.1 Hour
Inspect Cable Identification Code, Inspect for Damage, Measure Overlap, Release Vehicle	03S03K	0.2 Hour
Inspect Cable Identification Code, Inspect for Damage, Replace Speed Control Cable	03S03B	0.4 Hour
Inspect Cable Identification Code, Inspect for Damage, Measure Overlap, Replace Speed Control Cable	03S03C	0.4 Hour

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts will not be direct shipped for this recall. Order your parts requirements through normal order processing channels as noted below. For the first 30 days after program launch, emergency status orders can be placed by calling the Special Service Support Center at 1-800-325-5621.

- For Stock Orders, effective immediately, follow normal order process.
- For Interim Orders, effective immediately, follow normal order process.
- For Emergency Orders within the first 30 days after launch, call 1-800-325-5621.
- For Emergency Orders 31 days after launch, follow normal order process.

Part Number	Description	Quantity
F87Z-9A825-GA	Actuator - Speed Control Cable	1

The DOR/COR for this program is 50308. This number identifies parts ordered for this recall through the Special Service Support Center (1-800-325-5621).

**Safety Recall 03S03**  
**Certain 1999 through 2001 Model Year Explorer and Mountaineer Vehicles**  
**Speed Control Cable Inspection / Replacement**

**USE OF "CHECKING GAUGE"**

A "Checking Gauge" is utilized in this recall during Step 6 of the Technical Instructions.

Gauges will be shipped to the dealership (quantity of 4 gauges per dealer). It is expected that tools will arrive at the dealership the week of September 2, 2003. A limited number of additional gauges may be ordered at no-charge by calling the Special Service Support Center at 1-800-325-5621.

Alternatively, dealers can use an accurate measuring device such as digital calipers.

**PARTS RETENTION**

Follow the provisions of the Warranty and Policy Manual for "Parts Retention and Return Procedures."

**DEALER PRICE**

For latest prices, refer to DOES II or updated price book.

**EXCESS STOCK RETURN**

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

## CERTAIN 1999 THROUGH 2001 MODEL YEAR EXPLORER AND MOUNTAINEER VEHICLES — SPEED CONTROL CABLE INSPECTION/REPLACEMENT

### INSPECTION

1. Locate the speed control cable identification number. Read the second to last letter. See Figure 1.
  - If the letter is a "T", no service is required. Release the vehicle.
  - If the letter is a "D", continue with this inspection.

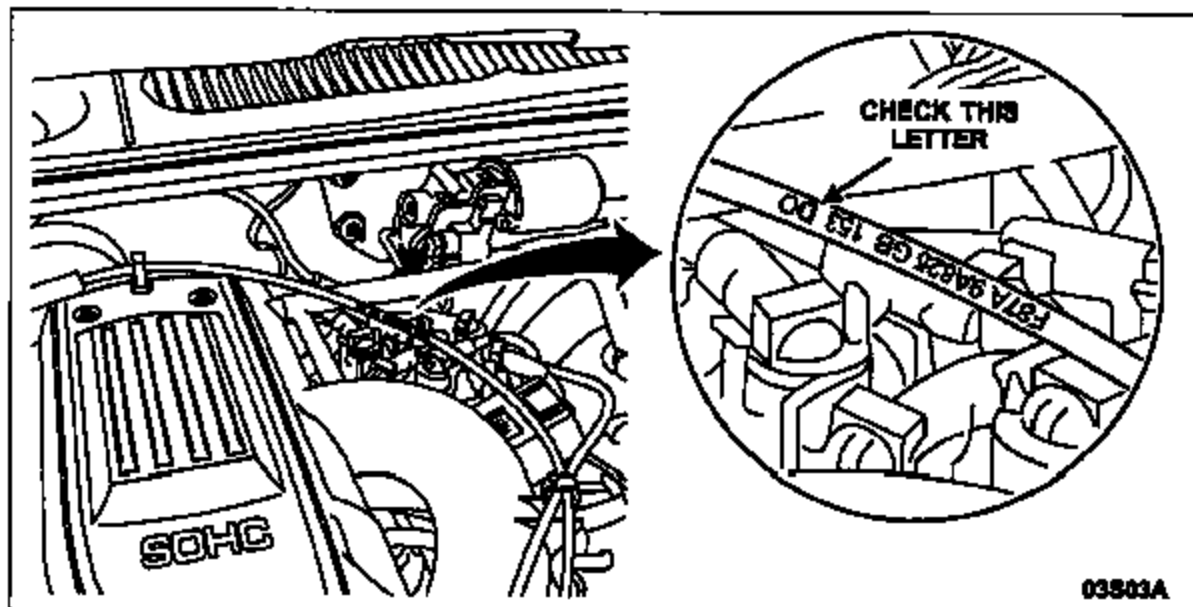


FIGURE 1

2. Remove the snow/ice shield. See Figure 2.

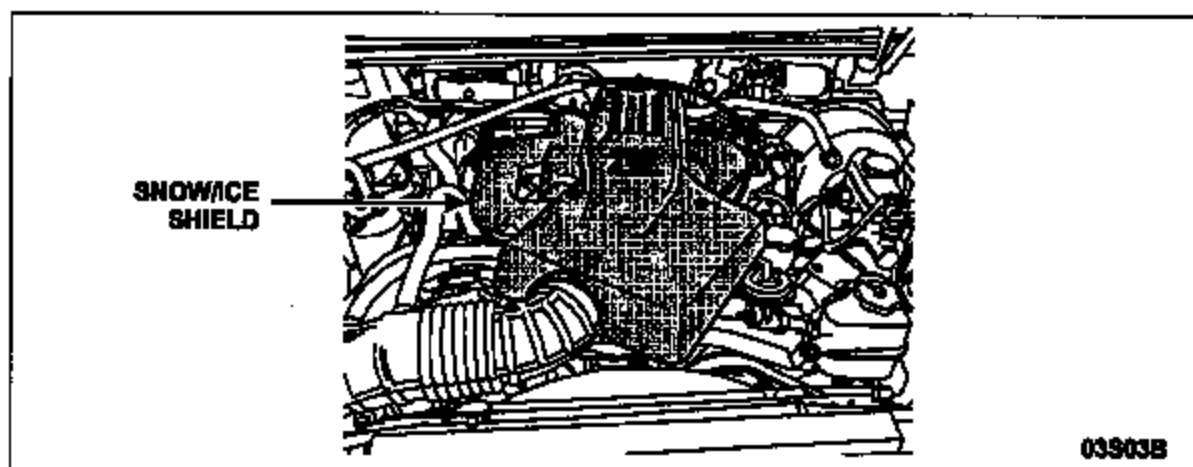


FIGURE 2



3. Visually inspect the cable for any of the following unacceptable conditions (see Figure 3):

- Cover flared or split.
- Core wire exposed when no tension is applied to the cable.
- Cable is kinked.

Replace the cable if any of the above conditions are found. For replacement and adjustment procedures, refer to Section 310-03, Vehicle Speed Control of the appropriate workshop manual.

If none of these conditions are found, continue with the next step of this procedure.

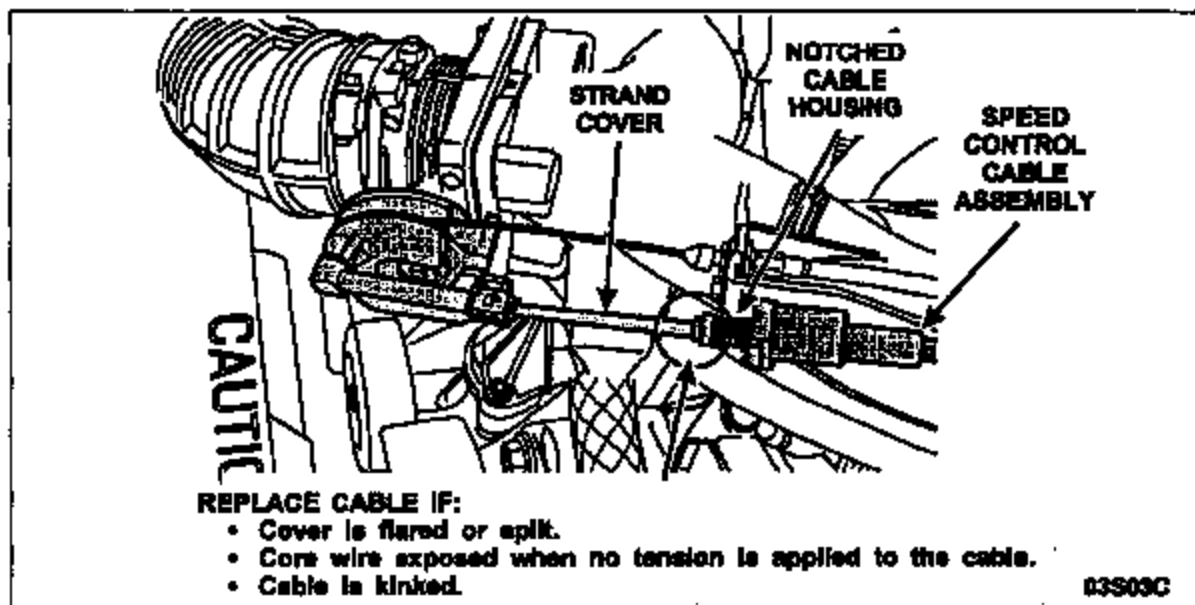


FIGURE 3

4. **WARNING: BE SURE TO MARK THE STRAND COVER AT THE VERY POINT WHERE IT ENTERS THE NOTCHED CABLE HOUSING. FAILURE TO MARK THE COVER AND MEASURE THE DISTANCE ACCURATELY (AS OUTLINED IN STEP 6) MAY RESULT IN FAILURE TO REPLACE AN UNACCEPTABLE CABLE.**

**NOTE:** Use a suitable marker such as a fine point paint marker or a felt-tipped marking pen. Brush-on touchup paint may also be used. DO NOT use a blunt marker or one that has a worn-out tip. It could cause your measurement to be incorrect. Whichever marking device you decide to use, it must leave a clean, straight line at the very point where the strand cover enters the notched cable housing. You will be measuring, in very small increments, the distance from the very edge of the mark you make to a certain point on the cable assembly. THE MEASUREMENT MUST NOT INCLUDE THE THICKNESS OF THE MARK.

Clean the cable if necessary, then using a suitable marking device, mark the strand cover at the point where the cover enters the notched cable housing. See Figure 4.

5. Disconnect the speed control cable connector from the throttle body cam by pulling the connector upward. See Figure 4.

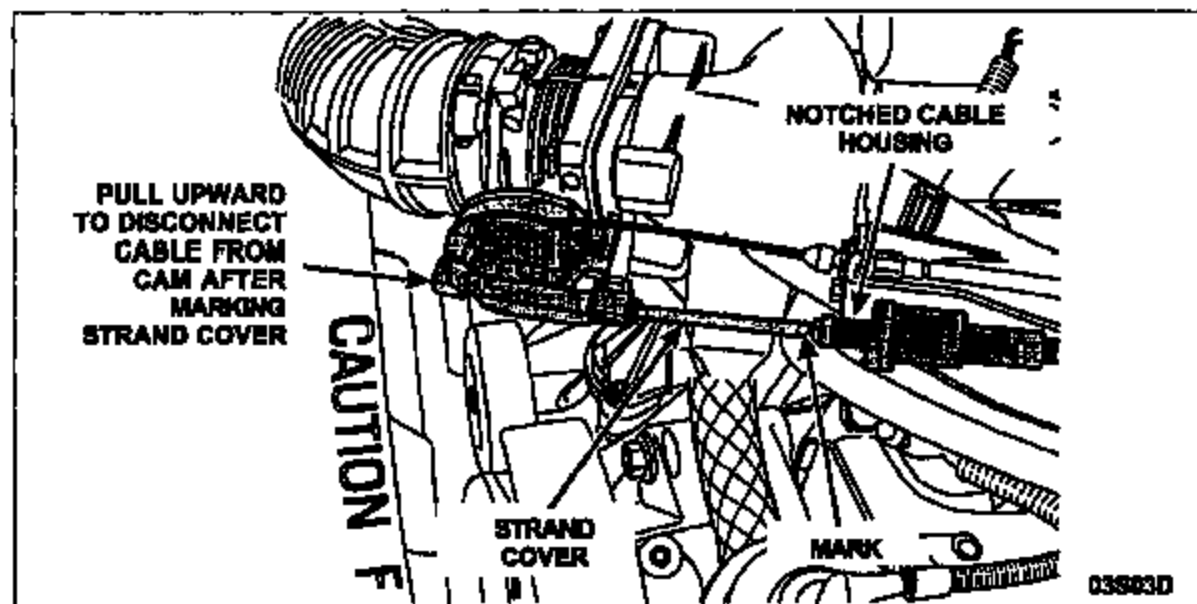


FIGURE 4

6. **CAUTION:** When performing the following check, you will be instructed to pull the connector taut. Use only your hand to pull the connector. DO NOT use any type of tool to do this or damage to the cable may occur.

**CAUTION:** Do not grasp the cable so tightly that you will kink the cable.

**NOTE:** When pulling the connector, the strand cover may or may not be pulled out of the notched cable housing. For the purpose of this inspection, either is acceptable.

**NOTE:** The following check can be made using either the 4 mm checking gauge supplied to each dealership or a Vernier caliper (analog dial or electronic LCD display).

Pull the connector taut (toward the front of the vehicle). See Figure 5.

- A) If the strand cover does not pull out of the notched cable housing, no further service is required. Reattach the connector to the throttle body cam, install the snow/ice shield and release the vehicle.
- B) If the strand cover is pulled out of the notched cable housing, using either the supplied 4 mm checking gauge or a Vernier caliper, measure the distance from the inside edge of the mark to the end of the exposed strand cover. Do not include the thickness of the mark when taking the measurement. See Figures 5 and 6.
- If the measurement is 4 mm (5/32-inch or 0.157-inch) or greater, no further service is required. Reattach the connector to the throttle body cam, install the snow/ice shield and release the vehicle.
  - If the measurement is less than 4 mm (5/32-inch or 0.157-inch), the speed control cable must be replaced. For replacement and adjustment procedures, refer to Section 310-03, Vehicle Speed Control of the appropriate workshop manual.



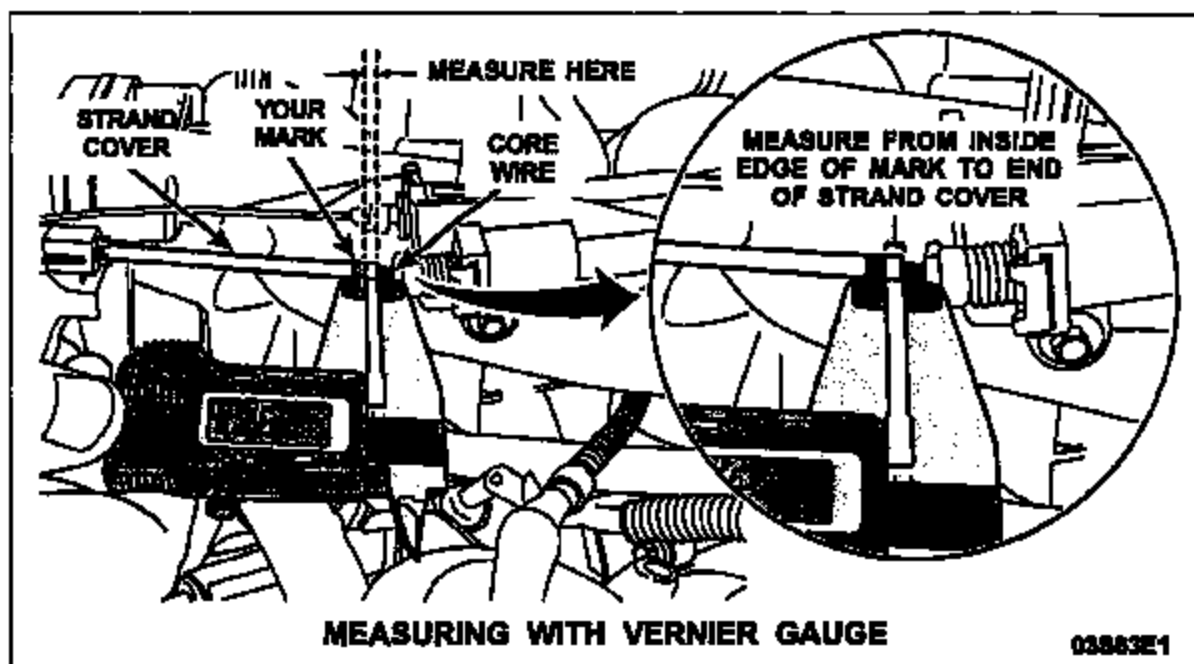


FIGURE 5

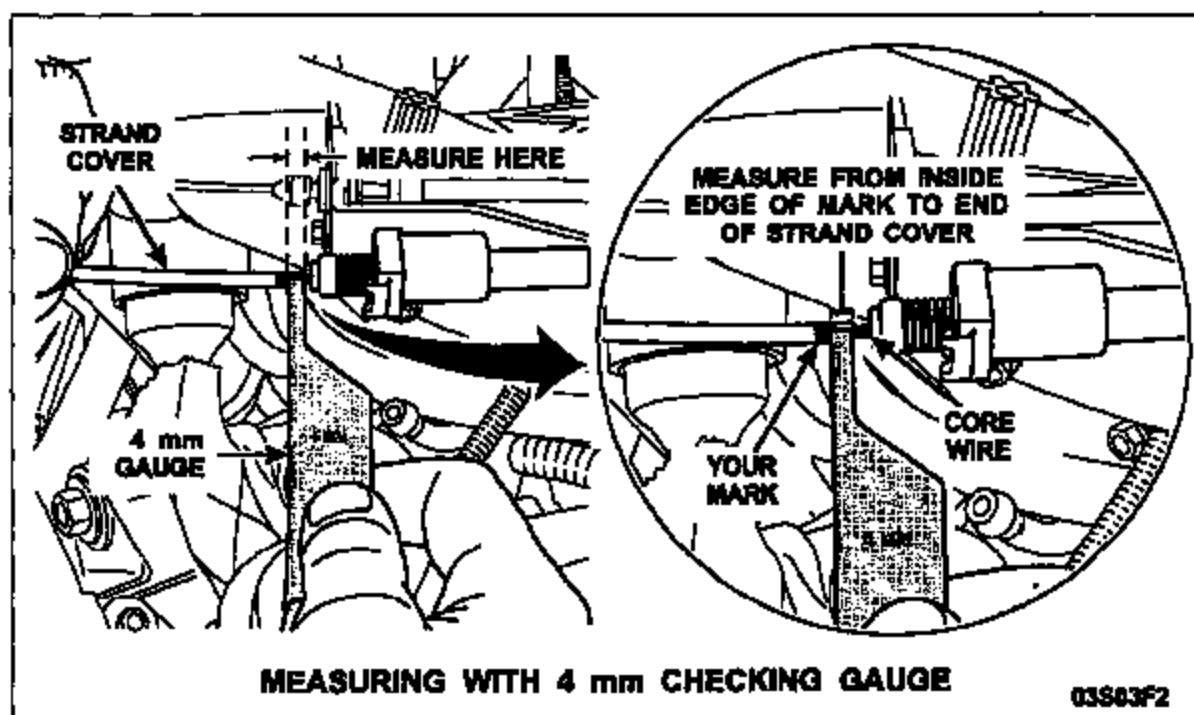


FIGURE 6





Frank M. Ligon  
Ford Motor Company  
P. O. Box 1804  
Dearborn, Michigan 48121

August 2003

**Safety Recall 03S03**

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 1999 through 2001 model year Explorer (4-Door, 2-Door, Sport, Sport Trac) and Mountaineer Vehicles built with 4.0L SOHC engines and equipped with factory installed speed control.

We apologize for this situation and want to assure you, that with your assistance, we will correct this condition. Our commitment, together with Ford and Lincoln Mercury dealers, is to provide you with the highest level of service and support possible.

**What is the issue?** The speed control cable on your vehicle may not disengage due to a binding condition between the speed control strand cover and the cable conduit. Drivers may experience a high idle or a condition where it would appear the speed control would not disengage. Braking function is maintained, though brake effectiveness may be reduced and stopping distances may increase, possibly resulting in a crash.

**What will Ford and your dealer do?** Your dealer will inspect and, if necessary, replace the speed control cable on your vehicle.

**How long will it take?** The time needed for this repair is less than one-half day.

**What are we asking you to do?** Please call your dealer without delay and ask for a service date for Safety Recall 03S03. If you do not already have a servicing dealer, you can access [www.qualitycareservice.com](http://www.qualitycareservice.com) for dealer addresses, maps, and driving instructions.

**Please note:** Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

**Have you previously  
paid for this repair?**

If you paid to remedy the issue addressed in this notice, you may be eligible for a refund either through your dealer or directly from Ford Motor Company.

To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer. Refund requests, including all required documentation, may also be mailed to Ford at P.O. Box 1904, Dearborn, Michigan 48121. Refund requests mailed to Ford may take up to 60 days to process.

Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332.

**Have you changed  
your address or sold  
the vehicle?**

If you have, please fill out the enclosed prepaid postcard and mail it to us so we can update our records. If you have sold the vehicle, the information you provide on the postcard will be used to notify the new owner about this safety recall.

**Can we assist you  
further?**

If you have trouble getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

If you still have concerns, please contact the Ford Motor Company Customer Relationship Center and one of our representatives will be happy to assist you:

Call 1-866-436-7332

1-800-232-5952 (TDD for the hearing impaired.)

Office Hours: (Eastern Time Zone)

Monday – Friday: 8AM – 11PM

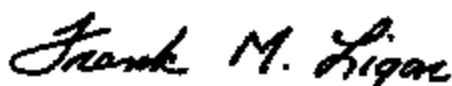
Saturday: 8AM – 6PM

If you wish to contact us through the Internet, our address is:

[www.ownerconnection.com](http://www.ownerconnection.com)

Thank you for your attention to this important matter.

Sincerely,



Frank M. Ligon  
Director  
Service Engineering Operations



Frank M. Ligon  
Ford Motor Company  
P. O. Box 1904  
Dearborn, Michigan 48121

August 2003

**Safety Recalls 03S03 – 03S04**

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Ford Motor Company has decided that defects which relate to motor vehicle safety, exist in certain Explorer and Mountaineer vehicles.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with Ford and Lincoln Mercury dealers, is to provide you with the highest level of service and support possible.

**What are the issues?**

A bolt that attaches the seat recliner mechanism to the driver seat back frame on your vehicle may fracture. If this condition were to occur, you may experience looseness or noise in the seat. In extreme cases the seat back may recline until it makes contact with an object behind the seat or the second row cushion. This could potentially cause you to lose contact with the steering wheel or foot pedals, possibly resulting in a crash.

Also, the speed control on your vehicle may not disengage due to a binding condition between the speed control strand cover and the cable conduit. Drivers may experience a high idle or a condition where it would appear the speed control would not disengage. Braking function is maintained, though brake effectiveness may be reduced and stopping distances may increase, possibly resulting in a crash.

**What will Ford and your dealer do?**

Ford Motor Company will repair your vehicle free of charge (parts and labor).

**For Safety Recall 03S04:** Your dealer will replace the upper bolt (and in some cases, the lower bolt) that attaches the driver seat recliner mechanism to the seat back frame.

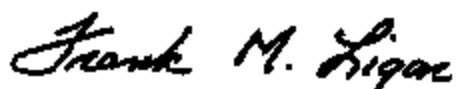
**For Safety Recall 03S03:** Your dealer will inspect and, if necessary, replace the speed control cable on your vehicle.

- How long will it take?** The time needed for these repairs is less than one-half day.
- What are we asking you to do?** Please call your dealer without delay and ask for a service date for Safety Recalls 03803 and 03804. If you do not already have a servicing dealer, you can access [www.qualitycare.service.com](http://www.qualitycare.service.com) for dealer addresses, maps, and driving instructions.
- Please note:** Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.
- Have you previously paid for this repair?** If you paid to remedy the issues addressed in this notice, you may be eligible for a refund either through your dealer or directly from Ford Motor Company.
- To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer. Refund requests, including all required documentation, may also be mailed to Ford at P.O. Box 1904, Dearborn, Michigan 48121. Refund requests mailed to Ford may take up to 60 days to process.
- Detailed information regarding eligibility for Ford's reimbursement program may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332.
- Have you changed your address or sold the vehicle?** If you have, please fill out the enclosed prepaid postcard and mail it to us so we can update our records. If you have sold the vehicle, the information you provide on the postcard will be used to notify the new owner about this safety recall.
- Can we assist you further?** If you have trouble getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.
- If you still have concerns, please contact the Ford Motor Company Customer Relationship Center and one of our representatives will be happy to assist you:
- Ford Call 1-866-436-7332  
1-800-232-5952 (TDD for the hearing impaired.)
- Office Hours: (Eastern Time Zone)  
Monday – Friday: 8AM – 11PM  
Saturday: 8AM – 6PM
- If you wish to contact us through the Internet, our address is:  
[www.ownerconnection.com](http://www.ownerconnection.com)

If you are still having trouble getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline at 1-888-327-4236 or 1-800-424-9393.

Thank you for your attention to this important matter.

Sincerely,

A handwritten signature in black ink that reads "Frank M. Ligon". The script is fluid and cursive, with the first letters of each word being capitalized and prominent.

Frank M. Ligon  
Director  
Service Engineering Operations